DOCUMENT RESUME

ED 365 364 JC 930 504

TITLE	The Long Island City Training Study.
INSTITUTION	Long Island City Business Development Corp., NY.
SPONS AGENCY	LaGuardia Community Coll., Long Island City, NY. LaGuardia Urban Center for Economic Development.
PUB DATE	Dec 92
NOTE	39p.
PUB TYPE	Reports - Research/Technical (143) -- Tests/Evaluation Instruments (160)
EDRS PRICE	MF01/PC02 Plus Postage.
DESCRIPTORS	Community Characteristics; Community Colleges; *Employer Attitudes; Employment Patterns; Industrial Training; *Job Training; *Labor Force Development; *Labor Needs; *Manufacturing Industry; Occupational Surveys; Off the Job Training; On the Job Training; Retraining; Two Year Colleges
IDENTIFIERS	*New York (West Queens)

ABSTRACT

In an effort to promote economic development in the Long Island City (New York) area, a study was conducted of the training and human resource needs of local manufacturing firms and the demographic characteristics of the local labor force. Specifically, the study sought to examine company needs, highlight programs available to address those needs, and recommend appropriate future programming. Questionnaires requesting detailed information on training needs were sent to 723 manufacturing firms, but only 19 usable instruments were returned. To increase industry response, 13 site visits and interviews of industry representatives and 24 phone interviews of underrepresented industries were conducted. Results of the study included the following: (1) food and related products accounted for 7% of all manufacturing employment in the area, textile and apparel for 29%, printing and publishing for 12%, metal industries for almost 6%, and electronics industries for almost 11%; (2) the most prevalent problem cited by firms was in finding workers with solid pre-employment and critical thinking skills; (3) training programs available to firms included basic pre-employment training in reading and math, skill-specific training through agencies and the state Department of Labor, and placement agencies; and (4) recommendations included developing a comprehensive pre-employment manufacturing training program, creating sewing training programs to satisfy current demand, and orienting state training efforts toward manufacturing. A list of resource agencies and the survey instrument are included. (ECC)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED 365 364

THE LONG ISLAND CITY

TRAINING STUDY

DECEMBER 1992

Submitted To:

LaGuardia Urban Center for Economic Development
Division of Adult and Continuing Education
LaGuardia Community College/ CUNY
31-10 Thomson Avenue
Long Island City, New York 11101

Submitted By:

Long Island City Business Development Corporation
29-11 Queens Plaza North
Long Island City, New York 11101

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

J.L. Alssid

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☐ This document has been reproduced as received from the person or organization originating it.

☒ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

JC 930 504

BEST COPY AVAILABLE

TABLE OF CONTENTS

Acknowledgements	i
Executive Summary	1
I. Purpose of Study	3
II. Area of Study	3
III. Methodology	3
IV. Profile of the Manufacturing Sector	6
V. Human Resource and Training Needs of Area Manufacturing Industries	9
VI. Labor Market Analysis	13
VII. Current Training Available to Address Industry Needs	18
VIII. Future Training Recommendations	21
Appendix I: Agencies Listed In the Report	26
Appendix II: Questionnaire Used For Survey	31

Acknowledgements

The Long Island City Business Development Corporation and the LaGuardia Urban Center for Economic Development would like to thank the following people for their help with the Study:

Debbie Carney, Department of City Planning, Queens
Connie Fishman, Department of City Planning, Housing and Economic Planning, Manhattan
Stephen Blackwell, State of New York, Department of Labor, Apparel Industries Service Center
James Brown, State of New York, Department of Labor, Division of Research and Statistics
Lucille Marcus, State of New York, Department of Labor, Division of Research and Statistics
Tim Myers, State of New York, Department of Labor, Community Service Center
Dan Jennings, Queens Borough President's Office
Selma Rubenstein, Queens Borough President's Office

Julie Colmore, Garment Industry Development Council
Cormac Cullinan, Woodside on the Move
Ned Morello, Astoria Works
Beverly Rich, Theatre for the Forgotten
Mary Ellen Ross, North Brooklyn Development Corporation

Mel Arrandt, Mel Howard Apparal
Demetri Astin, Kronos Gyros Products
Rick Bernstein, Bernstein Brothers Sheet Metal Inc.
Lisa Calabria, AI, Ltd.
Mary Ann Carew-Ramirez, Minuteman Press
Ralph Covelli, Jr., Paddy Lee Fashions
Pat Dawber, Modern Art Foundry, Inc.
R. Delman, Splendor Form. Int.
Warren Dolny, Port Printed Products
Bart Donnelly, Approved Safety Products
Richard Epstein, Universal Luggage
Fredrick Evans, Heer Metal Works
Fred Fichtel, Independent Printing Company, Inc.
John Fraher, High Point Furniture, Inc.
Bob Furry, Acme Pallet Company
Franklin Gladstone, Quality Braid Corporation
Michael Gluck, Citiwide Self Storage
Barry Goldman, AAA Stamp and Seal
William Gratz, Treitel Gratz Company, Inc.
William Graves, Industrial Sheet Metal Corp.
Alvin Greenstein, Ward's Printing Press Co., Inc.

Sigmund Halpern, Futurama Printing Corporation
Tony Karas, United Custon Made Furniture
Herbert Jaffe, Herbert Jaffe, Inc.
Sam Kass, Jules Printing and Stationary
William Keh, Johanna and Charles, Inc.
Constantin Labonack, Plaza Tool and Die Corp.
Emory Lawrence, Uniform Blouse Manufacturing
Joel Leibowitz, Advanced Graphics and Imprinters
Bea Leto, Ronzoni Foods Corporation, a Division of the Hershey Pasta Group
Fred Levine, Marcus and Weisen
Larry Levinson, Winson Surnamer, Inc.
Sylvia Lima, Stellar Printing, Inc.
Barbara Linton, Litho plus
Fernando Maldonado, Black Ox Metal Finishing, Inc.
Jerry Mills, LaValle and Mills Underwear Company
Ed Morgan, Able Steel Equipment
Jacob Munn, Abe Munn Picture Frmaes
Christos Pangourelias, Exxel Dental and Medical Equipment
Kenny Rammarine, Empire Bronze Art Foundry, Inc.
Jerry Rocker, Eagle Electric
Roslyn Rosenblatt, Aristo Sales Co., Inc.
E. Rosenblum, Jacar Studios, Inc.
Phil Scall, Gloria Lingerie Company
J. Schwartz, Pathway Optical
Martin Stender, Formal Mart
Henry Sung, Tele-Beam Telephone Systems
A. Tenzer, Alexander and Pamaro, Inc.
Jules C. Ventura, Durlacher Company
Andy Vrotsos, Hellenic Printing Company, Inc.
Donald Warick, Vibration Eliminator Compamny
Robert Warnken, Empire Ventilation Equipment
Robert Wolf, Wolf-Gordon Vinyl Fabric
May Yong, RES Manufacturing Corp.
Howrad Zeller, Astoria Jewelry

Executive Summary

The Long Island City/Western Queens area has the highest concentration of industrial and manufacturing firms in New York City, with over 1,200 firms employing nearly 45,000 people. The Long Island City Business Development Corporation (LICBDC) has worked with the LaGuardia Urban Center for Economic Development (LUCED) to produce the Long Island City Training Study, which highlights the training and human resource needs facing these manufacturing firms. Through a review of demographic data, existing literature, interviews and questionnaires, the Study examines these companies' needs, highlights programs available to address them, and recommends appropriate future programming that provides for these needs in ways that promote economic development in the area. In addition to conducting the Study, LICBDC and LUCED are in the process of forming WESTEC, the Western Queens Training and Employment Council. WESTEC's mission is to coordinate and guide employment and training efforts in the Western Queens region.

According to the Final Report of the Mayor's Management Advisory Task Force (Committee on Incentives and Tax Policy, April 1992), New York City needs to increase the resources made available for joint training efforts that link the City's workers to the private sector. Providing an educated workforce is a necessity and can become a competitive advantage since the City now loses jobs because of concerns regarding the quality of its workforce. The Report suggests a collaborative approach to job training between

businesses and training and placement providers. Despite the fact that most manufacturing firms are not currently hiring, the Study found that many agree with these findings and note that the biggest difficulty they have is finding employees with adequate pre-employment skills. Also, it was discovered that no skill-specific training providers exist in the Long Island City/Western Queens area that are relevant to the workforce needs of manufacturing firms.

The LICBDC recommends that the human resource problems and needs of area manufacturing firms be addressed through targeting the existing training and placement program structure and developing new initiatives where appropriate.

We recommend the creation of pre-employment and sewing training programs to serve local residents and manufacturing firms and a reorientation of On-The-Job training programs to better service the manufacturing sector. We also suggest that this report form the basis of a more scientific study addressing the employment and training needs of Western Queens manufacturers.

I. Purpose of Study

As part of a joint effort to promote economic development in the Long Island City area, the LaGuardia Urban Center for Economic Development (LUCED) at LaGuardia Community College/CUNY hired the Long Island City Business Development Corporation (LICBDC) to conduct the Long Island City Training Study ("The Study"), a study of the training and human resource needs facing manufacturing firms in the Long Island City/Western Queens area. The Study examines these needs in light of the labor market characteristics of the area's residential population and documents the programs and resources that are available to help meet these needs. The Study also addresses employment and training concerns that are not currently being met.

II. Area of Study

Community Districts One and Two in Queens comprise the Western Queens region and serve as the area of study. The Study examines the labor market population residing in both Community Districts and 723 manufacturing firms from the same area. These firms are located predominately in the Long Island City and Hunters Point communities.

III. Methodology & Design

After preliminary discussions with LUCED and area industries, a database of 723 manufacturing firms was created, referenced by SIC code (Appendix III.). The firms in this database are

representative of the industry composition of manufacturing companies in Western Queens.

Data on training and human resource issues facing these, and similar, firms was collected through published reports (such as Employment and Training: a Survey of the Metalworking Industry, Piton Training and Employment Study, and Final Report of the Mayor's Management Advisory Task Force: Committee on Incentives and Tax Policy, April 1992), interviews with firms and discussions with training and economic development practitioners. After this information was documented, a list of training programs and resources available to serve these firms was developed (Appendix I.).

A questionnaire (Appendix II.), intended to highlight more specific human resource and training needs of the manufacturing firms was created and sent to all of the firms on our database; nineteen answered questionnaires were returned to LICBDC. Due to the limited response, it was decided that the questionnaire was too lengthy to be successfully answered by mail. To increase industry response, site visits to manufacturing firms were conducted to interview industry representatives; thirteen site visits were completed. The interviews focused on the same questions asked in the questionnaire and allowed them to be answered more comprehensively. After the data collected from the returned questionnaires and interviews was examined, it was noted that a few

prominent industries were under-represented and certain questions were not clearly answered. To remedy this, 24 phone interviews were conducted. These phone interviews focused on very specific areas of the questionnaire that were found to be the most relevant to the Study, such as hiring outlook and training methods used. All human resource and training needs findings, collected from a total of 56 manufacturing firms, were then examined. Section V. contains a summary of these findings, presented in largely anecdotal form.

To determine the size and character of the study area's labor force, statistics were drawn from several sources. The New York City Department of City Planning furnished demographic information which concentrated on the population and housing characteristics of Community Districts One and Two. The New York State Department of Employment and the New York State Department of Labor provided unemployment statistics for residents and manufacturing sectors. To supplement this data, information was obtained through conversations and discussions with placement agencies.

Finally, recommendations for future training and human resource programming was generated, given the information gathered in previous stages of the Study.

IV. Profile of Manufacturing Sector

The Study focuses on manufacturing firms in Community Districts One and Two. Within this region, is a core industrial area that houses the largest concentration of manufacturing and industrial firms in New York City. The Study focused on firms in this core area:

Using 1989 New York State Department of Labor establishment and

BEST COPY AVAILABLE

employment information, the New York City Department of City Planning (DCP) examined this region and established a profile of manufacturing firms located in this area[1]. DCP's database of firms closely corresponds to LICBDC's database and helps to clarify the number, size and employment characteristics of Western Queens manufacturing firms. According to DCP, there are a total of 2,657 businesses in the outlined area, 608 (23%) of which are manufacturing firms. These 608 firms employ 24,649, or 37%, of the 66,550 persons who work in this area. The following listings segment employment and firm information by industrial sectors, where such data is available. The employment figures are based on 21,251 employees.

Study Area Manufacturing Profile by Industry/Employees

Industry	# Employed	% of Total
Food and Kindred	1,573	7.40%
Textile Mill Products	721	3.39%
Apparel and Accessory	5,390	25.36%
Lumber and Wood Products	530	2.49%
Furniture and Fixtures	763	3.59%
Paper and Allied Products	1,225	5.76%
Printing and Publishing	2,550	12.00%
Chemicals and Allied	324	1.52%
Rubbers and Plastics	612	2.88%
Leather and Leather Products	565	2.66%
Primary Metals	70	0.33%
Fabricated Metals	1,116	5.25%
Industrial and Commercial Equipment	607	2.86%
Electronic and Other Electric	2,367	11.14%
Transportation Equipment	data not available	
Instruments and Related Products	1,000	4.71%
Miscellaneous Manufacturing	1,838	8.65%

[1] Source: NYC Department of City Planning Manufacturing Zone Study, based on NYS Department of Labor's ES-202 file, 3rd Quarter, 1989.

Study Area Manufacturing Profile by Industry/Firms

Industry	# Firms	% of Total
Food and Kindred	21	3.45%
Textile Mill Products	23	3.78%
Apparel and Accessory	147	24.18%
Lumber and Wood Products	22	3.61%
Furniture and Fixtures	34	5.59%
Paper and Allied Products	22	3.62%
Printing and Publishing	83	13.65%
Chemicals and Allied	22	3.61%
Rubbers and Plastics	13	2.14%
Leather and Leather Products	12	1.97%
Primary Metals	8	1.32%
Fabricated Metals	54	8.88%
Industrial and Commercial Equipment	48	7.89%
Electronic and Other Electric	26	4.28%
Transportation Equipment	4	0.66%
Instruments and Related Products	20	3.29%
Miscellaneous Manufacturing	49	8.06%

It is worth noting that the Electronic and Other Electric sector accounts for a large number of employees and a relatively small number of firms; this is due to the presence of Eagle Electric, which employees over 1,500 area electronics workers.
As shown, the predominant industries in the Department of City Planning's area of analysis are Apparel and Accessory and Printing and Publishing.

In gathering information for the Study, LICBDC concentrated on the industries that the DCP found to be prominent in the area.
Over 60% of the firms contacted for the Study were in the textile and apparel, printing and publishing, or metal - based manufacturing industries. These industries account for 46% of the area's employment and 52% of its firms according to the DCP data.

Industry	# of Firms Contacted by LICBDC	%
Food and Kindred	2	3.57%
Textile Mill Products	2	3.57%
Apparel and Accessory	10	17.86%
Lumber and Wood Products	3	5.36%
Furniture and Fixtures	6	10.71%
Printing and Publishing	14	25.00%
Rubbers and Plastics	1	1.79%
Leather and Leather Products	1	1.79%
Primary Metals	2	3.57%
Fabricated Metals	7	12.50%
Electronic and Other Electric	2	3.57%
Instruments and Related Products	1	1.79%
Miscellaneous Manufacturing	5	8.93%

V. Human Resource and Training Needs of Area Manufacturing Industries

FOOD AND KINDRED PRODUCTS

With major companies such as Pepsi and Ronzoni located in Long Island City, the Food and Kindred Product industry accounts for 7% of all manufacturing employment in the Department of City Planning's study area. According to Bea Leto, Human Resource Manager at Ronzoni Foods Corporation, a Division of the Hershey Pasta Group, most of the manufacturing jobs in the pasta industry do not require any specific previous work experience. However, the technological nature of the work performed gives an edge to people who have a background working with complex processes and computer-controlled equipment. Thinking, continuous learning and problem-solving skills tied with ability to work as part of a team are increasingly more important. Because each company has its own unique machines, on-the-job training is a necessity. Leto also

noted that the turnover rate at the Ronzoni Pasta Plant is low, so they do not often have the opportunity to hire new employees. When positions are available, they are posted internally.

TEXTILE AND APPAREL

This production area accounts for roughly 29% of the manufacturing employment and almost 29% of the manufacturing establishments in the Department of City Planning's study area. There is hiring taking place in this industry for pattern cutters, various machine operators (embroiders, menders, etc.) and especially for sewers. In fact, 40% of the apparel and textile firms that we contacted were interested in hiring trained sewers, especially ones who can speak English well. Martin Stender of Formal Mart stated that he has an extremely hard time finding good sewers who speak English well and have a fairly good grasp of basic work skills such as job readiness and general math and reading. Because of this, he has a very high turnover rate with sewers. According to Julie Colmore of the Garment Industry Development Corporation, the large majority of sewers in the study area are paid by piece, not hourly. This translates into $5 to $10 an hour depending on the garment made, the fabric and machine used and the skill level of the sewer, according to William Keh of Johanna and Charles, an apparel manufacturing firm in Long Island City. In 1991, 24% of the job orders that came through the Western Queens Office of the New York State Department of Labor Community Services Center were in the apparel industry, with 71% of those orders being for sewing machine

operators[2].

PRINTING AND PUBLISHING

Also a dominant force in the study area is the printing and publishing industry. According to the Department of City Planning, printing and publishing accounts for 12% of the Study area's manufacturing employment. This sector seems to be hard hit by the recent recession with none of the companies surveyed hiring, or planning on hiring, any time in the near future. Over the last few years, the employment picture has changed greatly. According to Alvin Greenstein of Ward's Printing Press Company, Incorporated, "three or four years ago, it was tough to find good workers who had substantial printing training or experience but now there are too many unemployed printing workers - well trained ones are easier to find today." In fact, many firms have been hiring people with several years experience into entry level positions.

PRIMARY AND FABRICATED METAL INDUSTRIES

Many of the firms surveyed have not hired over the past year and have a static work force. However, according to the New York State Department of Labor's Community Services Center in Western Queens, almost 4% of all job orders placed last year were for metal industry workers[3]. Even if employees are trained in skill-specific

---

[2] Source: Tim Myers, Supervising Labor Service Representative, New York State Department of Labor's Community Service Center, Long Island City.

[3] Source: Tim Myers, NYSDOL.

areas, they need to be further trained in company specific areas, especially in the primary metal industries. Because of this, employees tend to stay for a long time. Several firms noted that most workers, trained and untrained, lack good analytical and basic skills. According to William Graves of Industrial Sheet Metal Corporation, "it's impossible to find good sheet metal workers." Fredrick E. Evans of Heer Metal Works, Incorporated also noted that it is very difficult to find workers who can read and analyze well, even if they are well trained in a certain skill-specific area.

ELECTRONICS AND ELECTRIC EQUIPMENT

This sector accounts for almost 11% of the manufacturing employment according in the Department of City Planning but only 4% of the total number of manufacturing firms. This is due to the presence of Eagle Electric, which employs over 1,500 electronics workers. There is a small amount of hiring occurring for assemblers and over 2% of the of the job orders that came through the Western Queens Office of the New York State Department of Labor Community Services Center were in the electric and electric equipment industry[4]. Jerry Rocker of Eagle Electric expressed great concern over finding good assemblers who also have a solid command of English, math and problem-solving skills.

---

[4] Source: Tim Myers, NYSDOL

OVERALL MANUFACTURING INDUSTRY ANALYSIS OF TRAINING AND HUMAN RESOURCE NEEDS

Most of the manufacturing firms surveyed did not plan on hiring skilled manufacturing production workers or unskilled/non-production workers this year. According to Mary Ellen Ross of the North Brooklyn Development Corporation, almost all of the job placement that is occurring in the manufacturing study area is taking place in the unskilled or semi-skilled entry level machine operator area. When hiring, firms tend to look for people that are trained in certain areas, but are more concerned with hiring employees that have good, basic, job skills. The most common forms of worker recruitment are newspaper advertisements and word-of-mouth. The most prevalent problem cited by firms is in finding workers with solid pre-employment and critical thinking skills. This was deemed more important than whether or not they possessed skill-specific training in the industry.

The most commonly referred to areas that workers could use additional training in are English as a second language, reading and job readiness. Most firms train workers in-house, concentrating on company-specific basic and technical skills. This training is most commonly taught on the job but classroom instruction is sometimes used.

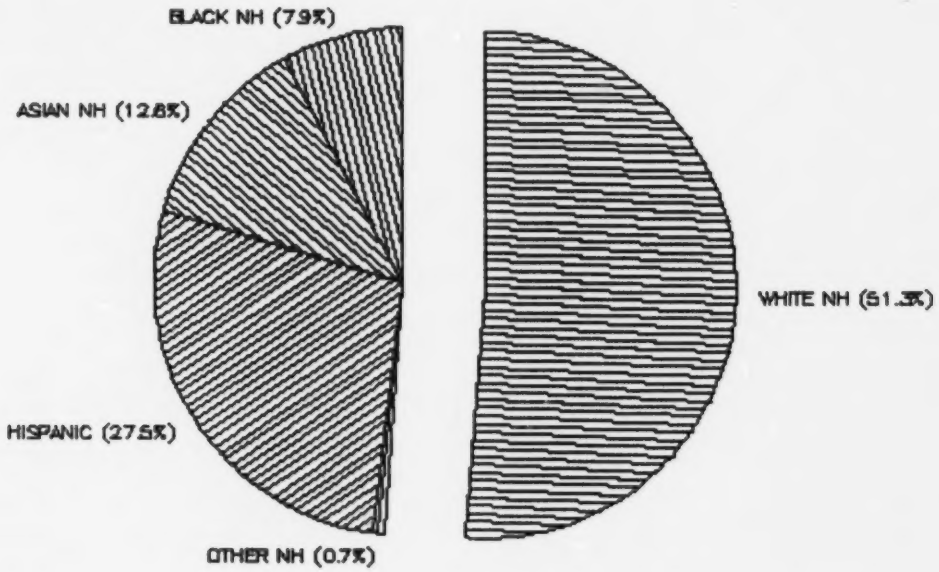
VI. Labor Market Analysis

A. Demographics

Drawing from 1990 United States Census data, the total population

of Community Districts One and Two is 283,394; 82.3% of the Districts' population is over the age of 18. The following is a racial breakdown of the study area, which is predominately white non-hispanic[5]:

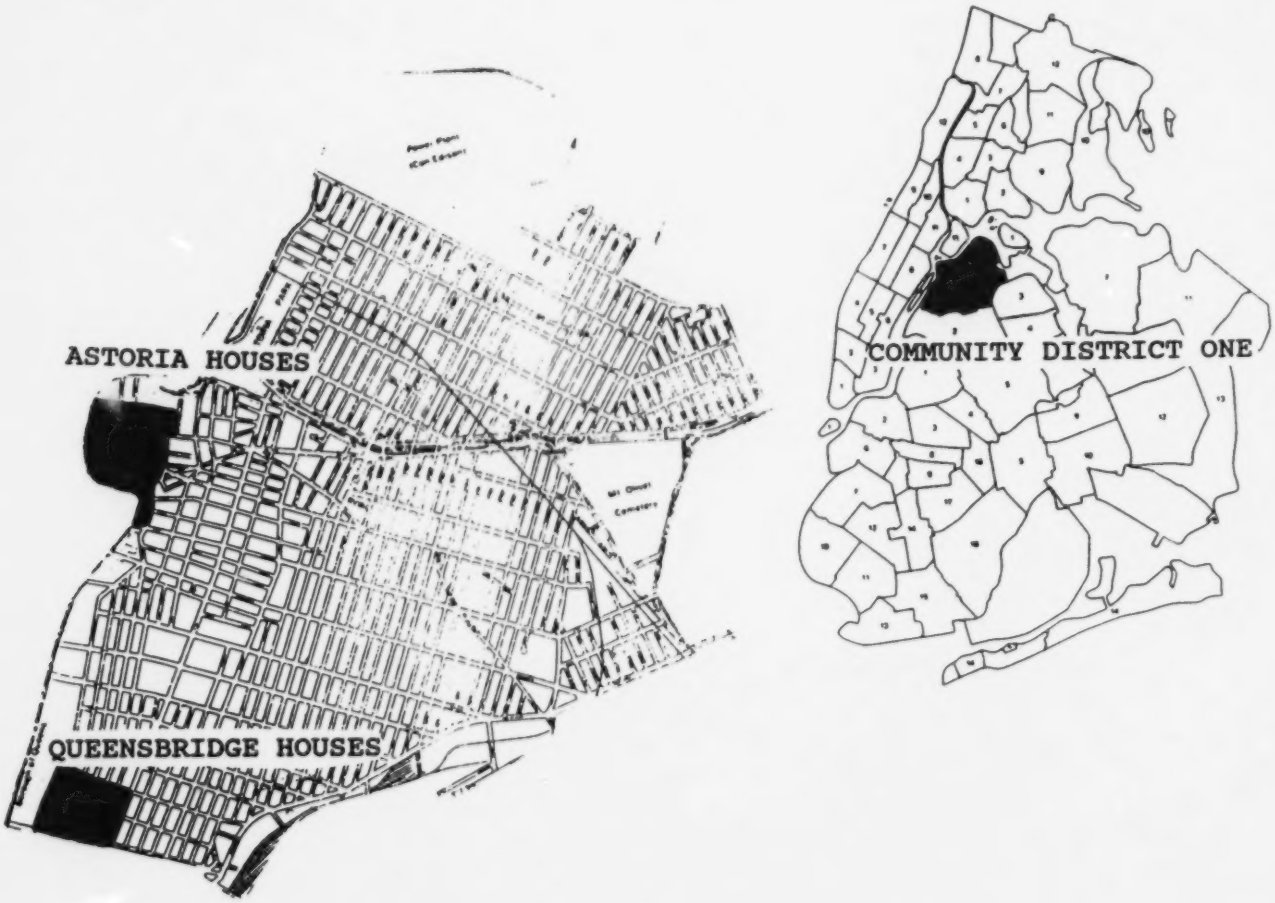
TOTAL POPULATION OF COMMUNITY DISTRICTS 1 AND 2:	283,394	100%
WHITE NON-HISPANIC	145,588	51.4%
BLACK NON-HISPANIC	22,292	7.9%
ASIAN AND PACIFIC ISLANDER NON-HISPANIC	35,655	12.6%
OTHER NON-HISPANIC	1,986	0.7%
HISPANIC ORIGIN	77,873	27.5%



The study area is racially integrated, except for the census tracts that house the two large low-income housing projects found in Community Districts One and Two, Astoria Houses and Queensbridge Houses. These areas are predominately black non-hispanic and there

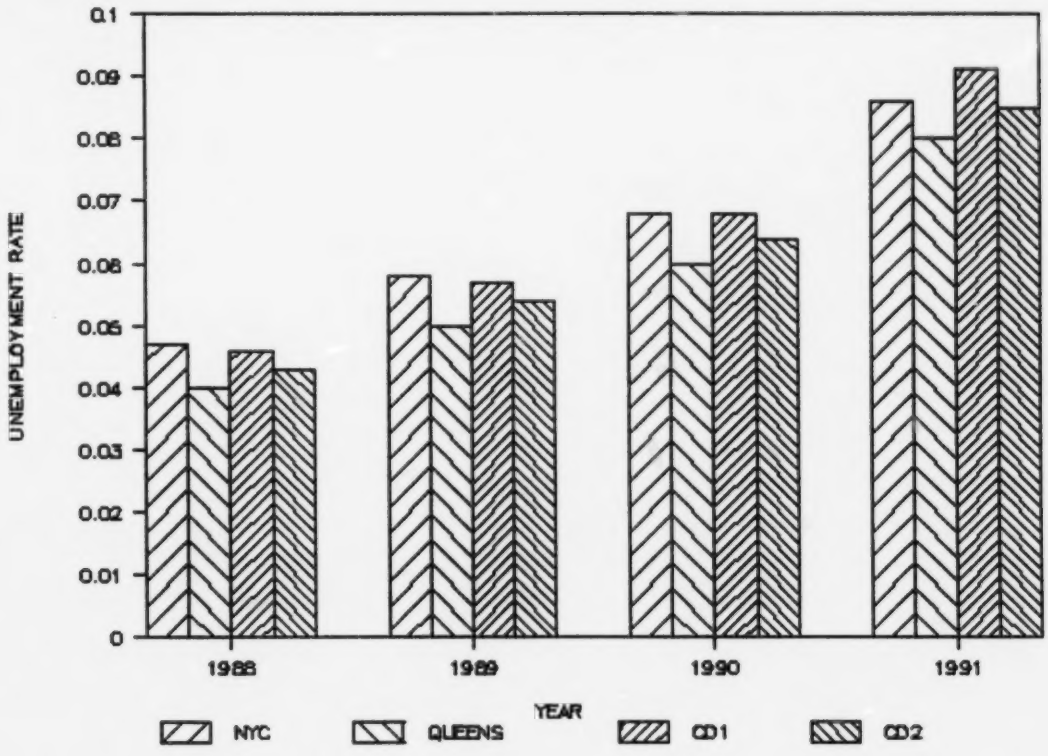
[5] Source: 1990 United States Census Data.

is a substantially smaller percentage of white non-hispanic residents than found in other parts of the population study area. In fact, 42% of the total black non-hispanic population in Community Districts One and Two are located in these two census tracts.



The total population of the two Districts occupy 114,278 housing units (the majority of which are rented, not owned) and 10.1% receive some sort of public assistance, either AFDC, Home Relief, Supplemental Security Income or Medicaid.

According to 1991 New York State Department of Labor data, the total work force in the area is 132,230 persons, or 46.7% of the total population and 8.88% of this workforce is unemployed. The below chart presents the unemployment rates for New York City, Queens, Community District One and Community District Two from 1988 to 1991. As shown, unemployment in the population study area has risen steadily over the last four years[6].



Though the unemployment rate for the area has been about the same as the City of New York's, it has remained <u>above</u> that of the Borough of Queens' for the past several years. This may be attributed to the fact that most manufacturing firms have not been

[6] Source: New York State Department of Labor.

hiring over the past few years. It may also be attributed to the fact that many of the employment and training programs noted in the Study are not easily accessible to residents of the Western Queens area.

B. Western Queens Human Resource Profile

According to interviews with various placement agencies in Community Districts One and Two, the majority of the job openings in the Long Island City/Western Queens area are in clerical, warehouse and driving positions, not in skilled manufacturing jobs. These agencies tend to have a regional focus, most often placing local residents into local jobs. Ned Morello of Astoria Works, a placement agency in Astoria, noted that 95-99 percent of the job applicants that he deals with and 95-99 percent of the businesses requesting employees are from the Astoria and Long Island City area. Tim Myers, from the New York State Department of Labor's Community Service Center in Long Island City stated that 90% of the job orders that come into his office are from businesses in Community Districts One and Two. Of the job applicants that he deals with, 65% are from Community Districts One and Two, with the remainder coming from Eastern Queens.

There is no "typical" job applicant from this ethnically diverse area and placement agencies work with a large variety of people whose age, skill and education levels vary greatly. Cormac Cullinan from Woodside on the Move, a placement agency in Woodside,

Queens, handles job applicants whose educational backgrounds range from those with no high school to a few with advanced college degrees. All agencies contacted noted that there is currently a great deal of underemployment in the Study area.

VII. Current Training Available to Address Industry Needs

This section highlights training and placement providers (see Appendix I. for a complete listing) that are available and are relevant to residents and employees of manufacturing firms located in Western Queens.

1. Pre-Employment Training

In Community Districts One and Two, pre-employment training services are available to area employees. Pre-employment training programs provide services such as reading and arithmetic remediation, an overview of industry characteristics and opportunities, and ESL if necessary. Beverly Rich of Theatre for the Forgotten, a training agency in Long Island City, notes: "There should definitely be some in-class pre-employment training required for potential employees before they are sent into any sort of skill-specific job training. On the job training is useless without solid pre-employment supplementation."

• The following agencies offer pre-employment training in Community Districts One and Two:

- Goodwill Industries of Greater New York, Inc.
- La Guardia Community College/CUNY

- Theater for the Forgotten, Inc. (ages 16-21 only)

- The following agencies offer English as a second language classes in Community Districts One and Two:

  - Hellenic American Neighborhood Action Committee, Inc. HANAC Skill Center
  - Korean Manpower Development, Inc.
  - La Guardia Community College/CUNY
  - Queens Borough Public Library (Broadway, Steinway, Sunnyside and Woodside branches)

2. Skill Specific Training

Skill specific training can be acquired two ways: through an outside agency or on-the-job.

Agencies

- The following are agencies that train in areas that are experiencing some hiring (sewing, electronics assembly, and sheet metal work). All are located outside of Community Districts One and Two:

Sewing
- Apparel Industries Service Center, Industrial and Construction Service Center, Manhattan
- Fashion Institute of Technology, Manhattan
- Garment Industry Development Corporation, Manhattan
- High School of Fashion Industries, Manhattan
- Kingsborough Community College, Brooklyn
- Parsons School of Design, Manhattan
- Vocational Foundation, Manhattan
- Worker Opportunity Reemployment Center, Manhattan

Electronics Assembly
- Bronx Community College
- Brooklyn Adult Learning Center
- Brooklyn Polytechnic Institute
- City College, Manhattan
- Community Associates Development Corporation, Brooklyn
- The College of Staten Island

- Council Of Jewish Organizations of Boro Park, Inc., Brooklyn
- Educational Cooperative Rehabilitation, Kings County Hospital
- Mid-Manhattan Adult Learning Center
- New York City Technical College, Brooklyn
- Non-Traditional Employment for Women, Manhattan
- Office of Collaborative and Dropout Prevention Programs, Manhattan
- Pratt University, Brooklyn & Manhattan
- Queensborough Community College
- Thomas Edison High School, Queens
- Vocational Foundation, Manhattan
- Worker Opportunity Reemployment Center, Manhattan

Sheet Metal Work

- Brooklyn Polytechnical Institute
- The College of Staten Island
- Greater Jamaica Development Center, Queens (skills upgrading only)
- Non-Traditional Employment for Women, Manhattan
- Pratt University, Manhattan
- Worker Opportunity Reemployment Center, Manhattan

On-The-Job Training (OJT)

On-The-Job Training is offered through the New York State Department of Labor (DOL) and the New York City Department of Employment (DOE). DOL and DOE administer this program, working with authorized contractors, to place untrained persons into companies to be trained in skill-specific areas. During this training period, either DOL or DOE pays for half of the trainees' wages, with the companies paying the other half. At the end of the training period, the company has the option of retaining the trainees, who now have skill-specific and company-specific skills, for full-time employment.

- Agencies in Community Districts One and Two who can enter into an OJT contract are:

- Goodwill Industries of Greater New York, Inc. (DOL & DOE)
- Job Tap Center #10 (DOE)

• An agency that is not located in Community Districts One or Two, but can enter into an OJT contract with a manufacturing firm in that area is:

- Private Industry Council (DOE), Manhattan

3. Placement Agencies

The following placement agencies in Community Districts One and Two can assist persons who are already trained with finding manufacturing jobs:

- Astoria Works
- Job Tap Center 10
- New York State Department of Labor, Community Service Center
- Woodside on the Move

VIII. Future Training Recommendations

Through the information attained and interviews with providers, the following recommendations have been formulated.

1. Creation of a comprehensive pre-employment training program oriented to the manufacturing sector.

The most prevalent problem cited by manufacturing firms contacted for the Study is finding workers with solid pre-employment and critical thinking skills regardless of whether or not they have skill-specific training. The majority of firms contacted feel that most of their current employees could use some form of pre-employment training to further their basic job skills. Martin

Stender, of the apparel firm Formal Mart, noted that the majority of his employees, even the ones with excellent technical abilities, lack good basic job skills. A pre-employment training program targeted to the manufacturing sector should be created to service the residents and employees of Community Districts One and Two. The program's emphasis should be on critical thinking skills as well as basic pre-employment training. The program could include, as part of its curriculum, an overview of area manufacturing firms, the entry-level positions they employ, career advancement within these industries, and a current hiring picture. This would give students a comprehensive view of what occupations are available to them, open up options that they might not have explored, and direct them to work for industries located in Western Queens. According to Employment and Training: a Survey of the Metal Working Industry, conducted by the New York City Industrial Technology Assistance Corporation, there is a need for the creation of training programs which provide reading and arithmetic remediation, an overview of industry characteristics and opportunities, and ESL if necessary. The ability of employees to progress is dependent on adequate levels of literacy and numeracy[7].

2. Creation of sewing training programs.

The only occupation in the manufacturing study area that is experiencing any significant hiring is sewing for apparel. Of the

---

[7] Employment and Training: a Survey of the Metalworking Industry, conducted by the New York City Industrial Technology Assistance Corporation, July 30, 1989.

twelve apparel and textile firms contacted, seven were interested in hiring sewers. Currently no sewing training programs exist in Community Districts One or Two and some should be created to handle the need for sewers in the area. Stephen Blackwell of the New York State Department of Labor's Apparel Industries Service Center agrees with this recommendation and feels that the creation of these programs would open up opportunities for unskilled Long Island City/Western Queens' residents. "Such programs," he noted, "should be developed in consultation with labor unions and garment manufacturers." Jerry Mills, of LaValle and Mills Underwear Co., expressed interest in the creation of sewing training programs in the Western Queens region. He noted, "these programs could be very helpful in easily accessing competent sewers and in sending current employees to skills-upgrading classes. LaValle and Mills has a problem with both of these areas." These sewing programs could be coordinated with the comprehensive pre-employment training programs to provide recruits with the basic and technical skills needed to become competent sewers.

The apparel and textile trade is the largest industry in the Department of City Planning's study area, accounting for 29% of the manufacturing employment and 29% of the manufacturing establishments. To keep this vital sector competitive, sewers could be sent to these training programs for skills-upgrading courses. According to the Final Report of the Mayor's Management Advisory Task Force, New York City loses jobs because of concerns

regarding the quality of its workforce. To keep New York City, and Long Island City, economically competitive with other areas of the country, the local workforce must be properly educated[8]. This could be accomplished through means such as the pre-employment and sewing training programs recommended.

3. Orientation of On-The-Job training programs towards the manufacturing sector.

Since the majority of companies surveyed are not hiring and train in-house, the creation of skill-specific training programs, other than for sewing, is not recommended. However, when any hiring does take place, it is still necessary to provide properly trained labor. By orienting the On-The-Job Training programs offered through DOL and DOE to address the manufacturing sector, properly trained skilled workers could be placed into positions as they originate. The New York City Industrial Technology Assistance Corporation (ITAC) notes that on-the-job training programs are effective and provide a supportive working environment. ITAC also recommends that on-the-job training be conducted in conjunction with pre-employment training[9].

4. Further analysis of employment and training issues highlighted in this Study.

---

[8] Final Report of the Mayor's Management Advisory Task Force (Committee on Incentives and Tax Policy), April 1992.

[9] Employment and Training: a Survey of the Metalworking Industry, NYC ITAC, July 30, 1989.

Using the Study as a foundation, a more scientific survey that concentrates on some of the main issues highlighted in the Study should be implemented. A shorter survey can be developed which targets these issues by asking very specific questions. A shorter, more direct survey should provide a better response and produce more concrete, meaningful data. The information gathered from this survey could then be used to better tailor programs and services that serve the Western Queens area.

These recommendations, if implemented, will offer Long Island City/ Western Queens' residents a more logical, direct route to take in attaining entry-level manufacturing positions. They will also provide area manufacturing firms with production workers that have both skill-specific abilities and excellent basic job skills. In addition, a more scientific survey, that focuses on the general issues raised in the Study, could produce more insightful employment and training information. This information could then be used by an entity such as WESTEC to further update, coordinate and guide the employment, training and human resource efforts taking place in Community Districts One and Two.

APPENDIX I: AGENCIES LISTED IN THE REPORT

APPAREL INDUSTRIES SERVICE CENTER
New York State Department of Labor
238 West 35th Street
New York City 10001
(212) 760-1872
Contact: Stephen Blackwell

ASTORIA WORKS
31-28 Ditmars Blvd.
Astoria 11105
(718) 726-0034
Contact: Ned Morello

BRONX COMMUNITY COLLEGE
West 181 Street and University Avenue
Bronx 10453
(212) 220-6284

BROOKLYN ADULT LEARNING CENTER
475 Nostrand Avenue
Brooklyn 11211
(718) 638-2635

BROOKLYN POLYTECHNIC INSTITUTE
333 Jay Street
Brooklyn 11201
(718) 260-3600

CITY COLLEGE
138th Street and Convent Avenue
New York City 10031
(212) 690-6977

THE COLLEGE OF STATEN ISLAND
715 Ocean Terrace
Staten Island 10301
(718) 390-7557

COMMUNITY ASSOCIATES DEVELOPMENT CORPORATION
544-60 Park Avenue
Brooklyn 11205
(718) 852-8600
Contact: Leslie Evans

COUNCIL OF JEWISH ORGANIZATIONS OF BORO PARK, INC.
4616 13th Avenue
Brooklyn 11219
(718) 436-1550
Contact: Rabbi Elimelech Naiman

EDUCATIONAL-COOPERATIVE-REHABILITATION, KINGS COUNTY HOSPITAL CENTER
451 Clarkson Avenue
Brooklyn 11203
(718) 245-3131
Contact: Ted Goldstein

FASHION INSTITUTE OF TECHNOLOGY
227 West 27th Street
New York City 10001
(212) 760-7650

GARMENT INDUSTRY DEVELOPMENT CORPORATION
275 Seventh Avenue, 8th Floor
New York City 10001
(212) 366-6160

GOODWILL INDUSTRIES OF GREATER NEW YORK, INC.
4-21 27th Avenue
Astoria 11102
(718) 728-5400
Contact: Brad Gulick

GREATER JAMAICA DEVELOPMENT CENTER
90-04 161 Street
Jamaica 11432
(718) 291-0208
Contact: Peggy Mason

HELLENIC AMERICAN NEIGHBORHOOD ACTION COMMITTEE, INC.
HANAC SKILL CENTER
23-16 30th Avenue
Astoria 11102
(718) 626-3232
Contact: Luz O'Brien, Edward Santiago

HIGH SCHOOL OF FASHION INDUSTRIES
225 West 24th Street
New York City 10011
(212) 255-1235

JOB TAP CENTER 10
29-28 41st Avenue
Long Island City 11101
(718) 784-1212
Contact: Arthur Papataros

KINGSBOROUGH COMMUNITY COLLEGE
2001 Oriental Boulevard
Brooklyn 11235
(718) 368-5000

KOREAN MANPOWER DEVELOPMENT, INC.
40-22 70th Street
Woodside 11377
(718) 457-0770
Contact: Tae-Oak Cha

LA GUARDIA COMMUNITY COLLEGE, CUNY
Division of Adult and Continuing Education
31-10 Thomson Avenue
Long Island City 11101
(718) 482-5300
Contact: Judith L. McGaughey, Dean

The Adult Career Counseling and Resource Center (718) 482-5354
The Adult Learning Center (718) 482-5383
The Astoria Adult Education Center (718) 482-5352
Community Services Programs (718) 482-5321
- Correctional Education Program (718) 482-5333
- New Directions for Mature Adults (718) 482-5304
- Project Enable (718) 482-5322

The English Language Center (718) 482-5361
Family Institute for Education, Training and Employment (718) 482-5351
- Jobward Bound (718) 482-5340
- New Ventures (718) 482-5342
- Minority and Women's Entreprenurial Training Program (718) 482-5351
- Office Information Systems Training Program (718) 482-5397
- Summer Youth Employment Program (718) 482-5368

Health, Career and Professional Programs (718) 482-5396
LaGuardia Urban Center for Economic Development (718) 482-5330
Programs for Deaf Adults (718) 482-5324
Project Enable (718) 482-5322
Typing for the Handicapped (718) 482-5321
The Veterans Upward Bound Project (718) 482-5391

MID-MANHATTAN ADULT LEARNING CENTER
212 West 120th Street
New York City 10027
(212) 666-1920

NEW YORK CITY TECHNICAL COLLEGE
300 Jay Street
Brooklyn 11201
(718) 643-8590

NYS DEPARTMENT OF LABOR, COMMUNITY SERVICE CENTER
25-15 Queens Plaza North
Long Island City 11101
(718) 706-2193
Contact: Tim Myers

NON-TRADITIONAL EMPLOYMENT FOR WOMEN
105 East 22nd Street
New York City 10010
(212) 627-6252
Contact: Ellen Lewis

OFFICE OF COLLABORATIVE AND DROPOUT PREVENTION PROGRAMS
122 Amsterdam Avenue
New York City 10023
(212) 757-1228
Contact: Ronnie Giordano

PARSONS SCHOOL OF DESIGN
66 Fifth Avenue
New York City 10011
(212) 741-8933

PRATT UNIVERSITY, MANHATTAN CAMPUS
295 Lafayette Street
New York City 10012
(212) 925-8481
Brooklyn: (718) 636-8481

PRIVATE INDUSTRY COUNCIL
17 Battery Place, 5th Floor
New York City 10004
(212) 742-1000

QUEENSBOROUGH COMMUNITY COLLEGE
Springfield Blvd. & 56th Avenue
Bayside 11364
(718) 631-6236

QUEENS BOROUGH PUBLIC LIBRARIES
Broadway Branch
40-20 Broadway
Long Island City 11103
(718) 721-2462

Steinway Branch
21-45 31st Street
Long Island City 11105
(718) 728-1965

Sunnyside Branch
43-06 Greenpoint Avenue
Long Island City 11104
(718) 784-3033

Woodside Branch
54-22 Skillman Avenue
Woodside 11377
(718) 429-4700

THEATRE FOR THE FORGOTTEN, INC.
TRAINING FOR THE FUTURE JTPA
10-23 Jackson Avenue
Long Island City 11101
(718) 786-1716
Contact: Nick Santiago, Beverly Rich

THOMAS EDISON HIGH SCHOOL
165-65 84th Avenue
Jamaica 11432
(718) 297-6580

VOCATIONAL FOUNDATION, INC.
902 Broadway, 15th Floor
New York City 10010
(212) 777-0700
Contact: Ed Folger

WOODSIDE ON THE MOVE
58-14 Roosevelt Avenue
Woodside 11377
(718) 476-8449
Contact: Cormac Cullinan

WORKER OPPORTUNITY REEMPLOYMENT CENTER
247 West 54th Street, 4th Floor
New York City 10019
(212) 621-0408
Contact: Glenda Williams

Dear Business Owner,

In an effort to further assist businesses in the area, the Long Island City Business Developement Corporation (LICBDC) is conducting a survey of the employment and training needs of the manufacturing firms in Long Island City. This survey is designed to assess your specific recruitment, employment and training needs and document the programs and resources to help meet them. At the end of the study, our goal is to develop programs which would address needs not currently being met. Please fill out the following questionnaire and return it to LICBDC as soon as possible. Your time and consideration are greatly appreciated.

Thank You,

Jack Rainey
Executive Director

APPENDIX II.: QUESTIONNAIRE USED FOR SURVEY

EMPLOYMENT and TRAINING QUESTIONNAIRE: The Needs of Long Island City's Manufacturing Industry

Please return to:
Long Island City Business Development Corporation
29-11 Queens Plaza North
Long Island City, New York 11101

Name & Title: _____

Background Information:
Total number of employees in L.I.C.:_____ Unskilled:_____ Skilled:_____ Other:_____ # of shifts:_____

What Unions (if any) are your workers affiliated with: _____

_____

What type of industry is your firm involved in: _____

_____

Principal products and/or services: _____

_____

Major machine tools currently in use, (if any): _____

_____

Within the next 12 months, what new machinery, if any, are you planning to acquire: _____

_____

Part One: Employment

I. Employment Needs

A. Over the last year (1991):

* How many production workers , in total, did you employ ? _____
* How many production workers left your firm ? _____
* How many production workers did you hire ? _____

B. Are you currently hiring or do you plan to hire this year (1992) ? Yes___No___ (if no, skip C and go to D)

C. Please describe the production workers you are planning to hire in the appropriate box below each category.

	UNSKILLED	SKILLED	OTHER
HOW MANY			
JOB TITLES			
WAGE RANGE			
EDUCATION/ TRAINING REQUIRED			

D. Do you plan on hiring any additional non-production/unskilled workers in 1992 ? Yes*___No___

* If so, please list:

How many: _____

Type(s)/name(s) of positions: _____

_____

E. Do you foresee hiring additional workers in 1993 ? Yes*___No___

* If so, how many ? Unskilled_____ Skilled_____

II. Recruitment

A. Is it difficult to loacte qualified people to work for your firm ? Yes___No___

B. Which level of worker is most difficult to locate ? (check one)

__ Unskilled
__ Skilled
__ Other, _____

C. Which of the following do you currently use to locate workers ?

__ Newspaper Ads
__ Community Organizations
__ School Placement Services
__Word of Mouth
__ State, City or Public Agencies
__ Private Employment Agencies
__ Private Employment Agencies
__ Trade Associations

D. If possible, give the specific name(s) of the source(s) you've checked above.

_____

_____

III. Worker Preferences

What prerequisites must a job applicant have in order to be hired by your firm ?

ENTRY LEVEL

__ No specific job skills (unskilled)

__ Some specific job skills (semi-skilled)

__ Other, _____

EXPERIENCED

__ Very-specific skills (skilled)

__ Broad base of job-specific skills (multi-skilled)

__ Other, _____

IV. Job Assistance

Do you need or want assistance filling job vacancies ? Yes*___No___

* If so, what type of assistance ? (check all those that apply)

__ Referral to local non-profit job centers
__ A list of prescreened job applicants
__ Information about employment tax credits and other subsidies
__ Other(s), _____

Part Two: Training

I. Staff Upgrading Needs

A. Do you feel the skill level of your present workforce adequately meets your firm's current demands and needs ? Yes___No___

B. In which of the skills listed below could your production workers use additional training ?

BASIC SKILLS
__ Reading
__ English as second language
__ General math
__ Pre-employment/Job readiness
__ Safety

ADVANCED SKILLS
__ Advanced math
__ Troubleshooting/Problem solving
__ Machine/Computer programming
__ Supervisory skills

TECHNICAL SKILLS
__ Measuring
__ Inspection
__ Blueprint reading
__ Equipment operation/maintenance
__ Shop skills, specify:_____

OTHER SKILLS
_____
_____
_____
_____
_____

C. Of the skills you've checked, which do your production workers most need ? (Rank them in accordance with their importance)

* 1st choice: _____
* 2nd choice: _____
* 3rd choice: _____

II. In-house Training

Do you provide any type of in-house training for your employees ? Yes*___No___

* If so, what type of training ? (check all those that apply)

CONTENT of TRAINING
__ Basic skills
__ Technical Skills
__ Equipment-specific skills
__ Other(s): _____

METHOD of TRAINING
__ On-the-job (OJT)
__ Classroom Instruction
__ OJT & classroom
__ Other(s): _____

III. General Training Assistance

A. Which of the following outside resources has your firm used to train production workers ? (Please check all those that apply)

__ Private training programs
__ Vendor training programs
__ Faculty at area high schools and/or colleges & universities
__ Non-profit/Local development training programs
__ Union training programs
__ Trade association programs
__ Other _____

B. Have any of your firm's training activities been financed by sources outside of your own ? Yes*___No___

* If so, please indicate the source: _____

_____

C. If you have used any of the resources listed in section A, did you find them effective ? Yes___No*___

* If not, please explain: _____

_____

IV. Management Development

A. Would you or any member of your management team like information and/or trainingin any of the areas listed below ? (Check all those that apply)

__ Marketing and Procurement Opportunities
__ Business Planning
__ The Management of Technological
__ Worker Involvement
__ Quality and Inspection Standards
__ OSHA Compliance and Safety Standards
__ Inventory Management (JIT, PERT, CPM, etc...)
__ Data Management (EDI, CIM, etc...)
__ Computer based manufacturing systems and equipment (CAD/CAM, CNC, Robotics, PLC, etc..)
__ Shop floor layout and workflow design
__ Fixed Asset Financing
__ Cost Control
__ Other _____
__ I'm not interested in any type of management education or training at this time.

B. Would you or any member of your management team like information on training for multicultural staff supervision: Yes___No___

C. Would you or any member of your management team like information on the following:

__ Implementation of new high performance work technologies
__ Total quality management programs

V. Need for Assistance

A. Are you interested in: (check all that apply)

Receiving Information about:
__ Funds for training
__ Programs that upgrade workers
__ Industry related courses offered at local high schools, colleges and/or universities

Participating in:
__ Training programs offered to the entire NYC manufacturing community
__ Training programs designed for two or more or more manufacturing firms in the same industry
__ Training programs designed specifically for your firm
__ Other _____

B. Would you be willing to work with representatives from other manufacturing firms to design specific training programs? Yes___No___

VI. Additional Comments: (attach an additional sheet if needed)

_____

_____

_____

THANK YOU !

Long Island City
Business Development Corporation
29-11 Queens Plaza North, Long Island City, New York 11101

Non Profit
U.S. postage
Paid
L.I.C., N.Y. 11101
Permit No. 497